

Grievance Redressal/Escalation Matrix

Dear Investor,

We believe that customer service is a key element to continued business growth and we want to ensure that our customers receive exemplary service at various touch points. Quick and efficient service is essential to sustain existing relationships and hence customer satisfaction becomes important to us, especially since we follow the direct customer model.

Customer inquiries and complaints are an important voice and this policy details the handling of complaints through a structured grievance redressal framework. In order to reduce the recurrence of similar issues in future, grievance redressal is supported by a review mechanism. The Grievance Redressal Policy follows the following principles:

- Clients Will Be Treated Fairly at All Times.
- Complaints Raised by Clients Will Be Dealt with Courtesy and In a Timely Manner.
- Queries And Complaints Will Be Treated Efficiently and Fairly.

The Research Analyst and employees work in good faith and without prejudice, towards the interests of the Clients. Grievance Redressal Mechanism Client's queries / complaints may arise due to lack of understanding or a deficiency of service experienced by clients. Deficiency of service may include lack of explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards client.

1. Clients can seek clarification to their query and are further entitled to make a complaint in writing, orally or telephonically. An email may be sent to the Research Analyst at care@dhokiyas.com, Alternatively, the Client may call on +91 7575065656.

2. A letter may also be written with their query/complaint and posted at the below mentioned address: 401, Bluestone Complex, Near Shyamdharm Mandir, Sarthana Jakatnaka, Surat-395006. Clients can write to the Research Analyst at care@dhokiyas.com, if the Client does not receive a response within 21 business days of writing to the Client Servicing Team. The client can expect a reply within 21 business days of approaching the Research Analyst.

3. In case you are not satisfied with our response you can lodge your grievance with SEBI at <https://scores.sebi.gov.in/> or you may also write to any of the offices of SEBI. For any queries, feedback or assistance, please contact SEBI office on toll free Helpline at 1800 22 7575/ 1800 266 7575.

4. After exhausting the above options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, they can initiate dispute resolution through the ODR Portal via <https://smartodr.in/>

For more details about the ODR mechanism, fees, timelines etc., you may read the master circular released by SEBI titled: "Online Resolution of Disputes in the Indian Securities Market" available at the following link: https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html .

5- Details of Compliance Officer:

Name: Chetan Dhokiya

Contact No.+91 7575065656

Email : care@dhokiyas.com

6- 'Grievance Redressal / Escalation Matrix :

If you have a grievance, you can reach out to our Support Team for assistance.

Details of Designation	Contact Person Name	Address where physical address location	Contact No	Email ID	Working hours when complainant can call
Customer Care	Karan Baste	401, Bluestone Complex, Near Shyamdham Mandir, Sarthana Jakatnaka, Surat-395006	7575065656	care@dhokiyas.com	9am to 6pm
Head of Customer care	Farzan Siddique	401, Bluestone Complex, Near Shyamdham Mandir, Sarthana Jakatnaka, Surat-395006	7575065656	care@dhokiyas.com	9am to 6pm
Compliance Officer	Chetan Dhokiya	401, Bluestone Complex, Near Shyamdham Mandir, Sarthana Jakatnaka, Surat-395006	7575065656	cdhokiya@gmail.com	9am to 6pm
CEO	Chetan Dhokiya	401, Bluestone Complex, Near Shyamdham Mandir, Sarthana Jakatnaka, Surat-395006	7575065656	cdhokiya@gmail.com	9am to 6pm
Principal Officer	Chetan Dhokiya	401, Bluestone Complex, Near Shyamdham Mandir, Sarthana Jakatnaka, Surat-395006	7575065656	cdhokiya@gmail.com	9am to 6pm

The abovementioned details would facilitate the complainants to approach the concerned RA before filing complaint to SEBI. For more details go to: -

<https://www.bseindia.com/markets/MarketInfo/DispNewNoticesCirculars.aspx?page=20241209-41>

We aim to resolve all grievances within 21 working days from the date of receipt.

If your grievance is not resolved within this timeframe, you can escalate it to SEBI's SCORES Platform (SEBI Complaints Redress System).

SCORES Portal: scores.sebi.gov.in.

In case you are unsatisfied with the resolution provided through our support or the SCORES platform, you can access the Online Dispute Resolution (ODR) Portal.

ODR Portal: smartodr.in